



Federal Emergency Management Agency

Washington, D.C. 20472

April 15, 2000

MEMORANDUM FOR: See Distribution List

FROM: John Magnotti, Task Leader
FEMA Map Assistance Center (FMAC)
Flood Hazard Mapping (FHM) Web

SUBJECT: FMAC Activities for March 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of March. The mission for FMAC is to inform the public and obtain feedback in return. Please call me at (202) 626-3932 or page me at (800) sky-page, code 1104131 if you have questions about, or would like to discuss, any of the information provided here. If you would like to discontinue receiving this monthly memo, please let me know as well. --JFM

FMAC Summary

Elevation Certificate training: On March 22, Mr. Jhun DeLaCruz from FEMA, provided training to the FMAC and other FEMA personnel on the new Elevation Certificate. We extend a special thanks to Mr. DeLaCruz for taking the time to give this training to the FMAC. Mr. DeLaCruz offered an in-depth explanation of all new Elevation Certificate Sections. Key sections discussed dealt with the major expansion of Section 'C' on the certificate and the addition of Sections E through G. Mr. DeLaCruz further explained how the requested information will assist lenders, insurance agencies, floodplain administrators, and can be used to support a Letter Of Map Amendment or Letter Of Map Revision - based on Fill request. This training enhanced the FMAC map specialists' knowledge for providing assistance and guidance to each consumer group.

Calls received to date: This month we received a total of 5,851 calls; an increase of 925 calls from February's volume. This total represents an increase of 18% over calls the FMAC handled in February, and is the highest monthly call volume the FMAC has managed since its inception.

Regional call activity: Region IV continues to lead in call volume with 1,084 calls in March. Region IX followed with 1034 calls, and Regions V and VI came next with 989 and 882 calls, respectively.

Type of Calls: LOMA/LOMR application and procedural requests continue to represent over half of the calls to the FMAC. While we closely monitor and define all of the call categories to ensure nationwide consistency, we hold fast to the conviction that a caller who is nurtured during all phases of the application process will have a positive experience and outcome for both them and for FEMA.

Combined Call Back Report. This report provides total feedback data from March.

- Feedback on FMAC performance show slight changes but continues to be positive overall. Out of a highest possible score of 5, the FMAC scored 4.49 on the promptness of call pick-up, 4.68 on courteousness, 4.34 on the clarity of our explanations, and 4.11 on the prompt delivery of requested materials.
- Feedback on NFIP performance shows positive changes. For the month of March, the question: “Are the maps easy to understand?” scored 3.67 and the question “Does the NFIP help our country?” scored 3.60. The attached chart breaks these ratings out by month so you are able to see trends in feedback over time.

FMAC Service Level: With a goal of 90% of calls answered in 30 seconds or less, the FMAC achieved 94% of calls answered in 33 seconds on average.

E-Mail and Voice-Mail increase: The FMAC E-mail inquiries have continued to increase over the months since its inception. March saw an increase of 15% in E-mails over February E-mail inquiries. In addition, voice-mail messages continue to increase with a 50% rise over February voice-mail messages. The FMAC continues to provide inbound callers high-performance customer service by having a Map Specialist return their call within 24 hours.

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